

Title (en)
SYSTEM AND METHOD FOR MANAGEMENT OF OPERATIONAL INCIDENTS BY A FACILITY SUPPORT SERVICE

Title (de)
SYSTEM UND VERFAHREN ZUR VERWALTUNG VON BETRIEBSEREIGNISSEN DURCH EINEN UNTERSTÜTZUNGSDIENST EINER EINRICHTUNG

Title (fr)
SYSTÈME ET PROCÉDÉ DESTINÉS À LA GESTION D'INCIDENTS DE FONCTIONNEMENT PAR UN SERVICE DE SUPPORT D'INSTALLATION

Publication
EP 3350755 A1 20180725 (EN)

Application
EP 15777991 A 20150916

Priority
GB 2015052679 W 20150916

Abstract (en)
[origin: WO2017046549A1] There is disclosed a computer-implemented incident management system comprising a first interface for receiving details of an incident, a ticketing module arranged to generate a first electronic ticket in accordance with said details received via the first interface, and a second interface for providing information relating to the incident to a user. The second interface provides the information relating to the incident in conjunction with an associated user input element and in response to activation of the associated user input element, the system forwards data identifying the user and the incident to the ticketing module. In response to receipt of said data identifying the user and the incident, the ticketing module is arranged to generate a second electronic ticket in association with the first electronic ticket.

IPC 8 full level
G06Q 10/06 (2012.01); **G06Q 10/00** (2012.01); **G06Q 10/10** (2012.01)

CPC (source: EP US)
G06F 3/04817 (2013.01 - US); **G06F 17/18** (2013.01 - US); **G06Q 10/06** (2013.01 - EP US); **G06Q 10/063114** (2013.01 - EP US); **G06Q 10/103** (2013.01 - EP US); **G06Q 10/20** (2013.01 - EP US)

Citation (search report)
See references of WO 2017046549A1

Designated contracting state (EPC)
AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR

Designated extension state (EPC)
BA ME

DOCDB simple family (publication)
WO 2017046549 A1 20170323; EP 3350755 A1 20180725; US 2018204167 A1 20180719

DOCDB simple family (application)
GB 2015052679 W 20150916; EP 15777991 A 20150916; US 201815922690 A 20180315